

Outcome Goal FM: Enhance Financial Performance through Improved Accountability

Performance Goal FM1	
FY 2004: Improve the accuracy and timeliness of financial information.	
<p>FY 2003: Improve the accuracy and timeliness of financial information.</p> <p>FY 2002: DOL financial management conforms to all Federal accounting standards, laws, and regulations. All DOL financial systems meet the standards set in the Federal Financial Management Improvement Act (FFMIA) and the Government Management Reform Act (GMRA).</p> <p>FY 2001: Same as FY 2002</p> <p>FY 2000: All DOL financial systems meet the standards or have prepared corrective action plans to meet the standard by FY 2000.</p> <p>FY 1999: DOL financial systems and procedures either meet the "substantial compliance" standard as prescribed in the Federal Financial Management Improvement Act (FFMIA) or corrective actions are scheduled to promptly correct material weaknesses identified.</p>	
Results	<p>FY 2002: Substantially Achieved.</p> <p>FY 2001: Achieved.</p> <p>FY 2000: Substantially achieved.</p> <p>FY 1999: Achieved.</p>
Indicator	<ul style="list-style-type: none"> • Maintain an unqualified (clean) audit opinion with no material internal control weaknesses. • Meet new requirements and standards in accordance with the Federal Financial Management Improvement Act (FFMIA) and Federal Managers' Financial Integrity Act (FMFIA). • Issue FY 2003 consolidated financial statements by February 1, 2004. • Issue quarterly financial statements within 45 days after the close of each quarter. • Identify and correct processes and systems that contribute to erroneous benefit overpayments.
Data Source	OIG audit opinion in Annual Report to be issued in Dec 2003; Secretary's Assurance Statements on FFMIA and FMFIA; President's Management Agenda Scorecard
Baseline	<p>FY 2001: 100% of systems in compliance with FFMIA</p> <p>FY 1997-2001: Received unqualified (clean) audit opinion</p> <p>FY 2001: Accelerated timeframe met – CFS issued by Feb 27, 2002</p>
Comment	This goal has been expanded to include the two goals formerly listed as FM1 and FM2 in FY 2002 as well as an indicator to address erroneous payments.
Performance Goal FM2	
FY 2004: Integrate financial and performance management to support day-to-day operations across DOL.	
Results	FY 2002: N/A
Indicator	<ul style="list-style-type: none"> • Interfaced Department Accounting and Agency program systems provide cost-based performance data. • Develop and disseminate cost accounting policy and training materials to address issues raised in prior year survey.
Data Source	Annual Performance Report and OMB Financial Management Scorecard
Baseline	TBD
Comment	This Performance Goal builds on the work begun to tie together cost and performance information, and is a key element in the government-wide Presidential Management Agenda focus of "Getting to Green" for financial management systems.

Outcome Goal HR: Establish DOL as a Model Workplace

Performance Goal HR1	
<p>FY 2004: The right people are in the right place at the right time to carry out the mission of the Department.</p> <p>A. The DOL workforce is a prepared and competent workforce.</p> <p>B. The DOL workforce is a diverse workforce.</p> <p>C. Human capital policies and plans promote a citizen-centered and results-oriented government consistent with the President's Management Agenda.</p> <p>FY 2002-2003: Same as FY 2004 FY 1999 - 2001: N/A</p>	
Results	<p>FY 2002: The goal was not achieved.</p> <p>A1) 94% of managers indicated satisfaction with the quality of applicants referred for their vacancies.</p> <p>A2) Baselines established for key professional occupations with retention problems</p> <p>A3) Competency models were established for 10 of 27 mission critical occupations; work begun on another 8.</p> <p>B1) Improvement in 29.4% of diversity indicators for professional occupations.</p> <p>B2) Continued improvement shown in most indicators.</p> <p>C1) 6 of 10 agencies improved their Human Capital Standards scores over FY 2001; 2 received green ratings, while the other 8 received yellow ratings.</p> <p>FY 1999 – 2001: N/A</p>
Indicator	<p>FY 2004:</p> <p>A1) DOL will graduate 75% of employees from its management development and MBA programs.</p> <p>A2) Employee competencies and skill sets for 27 mission critical occupations re assessed and gaps identified.</p> <p>B1) Improvement will be realized in 20% of diversity indicators for professional and administrative occupations exhibiting under-representation in FY 2001.</p> <p>B2) Continued improvement is realized in the extent to which diversity in the DOL workforce reflects the civilian labor force.</p> <p>FY 2003:</p> <p>A1) Develop competencies for 9 mission critical occupations and develop/select tools for workforce skills assessment based upon competencies.</p> <p>B1) Improvement will be realized in 20%T of diversity indicators for professional and administrative occupations exhibiting under-representation in FY 2001.</p> <p>B2) Continued improvement is realized in the extent to which diversity in the DOL workforce reflects the civilian labor force.</p>
Data Source	<p>FY 2004:</p> <p>A1) DOL HR Information System.</p> <p>A2) Agency strategic, workforce and recruitment plans; employee performance and development plans.</p> <p>B1) DOL HR Information System and AEP Reports</p> <p>B2) DOL HR Information System and/or CPDF Data aligned with Census Data to reflect overall DOL representation rates for the six protected groups.</p> <p>FY 2003:</p>

	<p>A1) DOL HR information System and workforce restructuring plans.</p> <p>B1) DOL HR Information System and AEP reports B2) DOL HR Information System and/or CPDF Data aligned with Census Data to reflect overall DOL representation rates for the six protected groups</p>
Baseline	<p>FY 2004: A1) To be established in FY 2003 A2) 27 mission critical occupations identified in FY 2002</p> <p>B1) To be established in FY 2003 B2) In FY 2000, 49.7% of workforce were women, 24.2% Black, 6.9% Hispanic, 3.3% Asian/PI, and 0.7% Native American, 6.4% persons with disabilities, and 1.2% persons with targeted disabilities.</p> <p>FY 2003: A1) 9 mission critical occupations remaining from FY 2002</p> <p>B1) Data from FY 2002 AEP Report B2) In FY 2000, 49.7% of workforce were women, 24.2% Black, 6.9% Hispanic, 3.3% Asian/PI, and 0.7% Native American, 6.4% persons with disabilities, and 1.2% persons with targeted disabilities.</p>
Comment	The following factors may affect the ability to attain the above goal: DOL's budget; changes in recruitment and hiring procedures; introduction of new recruitment flexibilities; computer access to programs and services to all DOL employees.
Performance Goal HR2	
<p>FY 2004: Reduce the rate of lost production days by two percent (i.e., number of days employees spend away from work due to <u>work related</u> injuries and illnesses).</p> <p>FY 2002-2003: Same as FY 2004 FY 2000-2001: Reduce the rate of lost production days by two percent (i.e., number of days employees spend away from work due to injuries and illnesses). FY 1999: N/A</p>	
Results	<p>FY 2002: The goal was achieved. The rate of lost productions days due to work related injuries and illnesses decreased by 22.7 percent.</p> <p>FY 2001: The goal was not achieved. The Department's rate of lost production days increased by 8.65 percent.</p> <p>FY 2000: This goal was not achieved. The rate of lost production days was reduced by .05%.</p> <p>FY 1999: N/A</p>
Indicator	Percent decrease in rate of lost production days (target is 2%)
Data Source	OWCP Table 2 Reports and personnel data from Office of Personnel Management. OWCP Charge Back System data.
Baseline	Initial baseline for lost production days was officially set by OWCP at 56 days per 100 employees in FY 2001 (based on FY 2000 data).
Comment	Factors that will influence achieving the above goal: DOL resources for workers compensation coordinators (number of and training); DOL agencies' commitment to using flexibilities available to return injured employees to work; OWCP caseload.

Performance Goal HR3	
<p>FY 2004: Reduce the overall occurrence of injuries and illnesses for DOL employees by three percent, and achieve a seventy eight percent on time filing of injury/illness claims with the Office of Workers' Compensation.</p> <p>FY 2003: Same as FY 2004 FY 2000-2002: Reduce the overall occurrence of injuries and illnesses for DOL employees by three percent, and improve the timeliness of filing injury/illness claims by five percent. FY 1999: N/A</p>	
Results	<p>FY 2002: This goal was achieved. The Department met the injury/illness target with a rate of 2.98 cases per 100 employees, and filed 77.2 percent of claims on time, exceeding the target by 14.8 percentage points.</p> <p>FY 2001: This goal was not achieved. The injury/illness rate for DOL employees increased to 4.01 cases per 100 employees (preliminary data) while the timeliness of filing injury claim forms decreased by 2.1%.</p> <p>FY 2000: Results for this goal have changed. The Annual Report indicated that this goal (3.6 cases per 100 employees) had not been achieved. More current and accurate data indicates that this goal was achieved and the FY 2000 injury and illness rate was 3.5 cases per 100 employees, a reduction of 5.7%. The Department also significantly improved the timeliness of filing injury claims, improving to 57.3% from the previous baseline of 47.4%.</p> <p>FY 1999: N/A</p>
Indicator	<p>a) Percent decrease in <i>total case rate</i> of illnesses, accidents, and injuries (target is 3%).</p> <p>b) Increase in timeliness of reporting new injuries. Target has been changed from five percent to "achieve seventy eight percent of cases reported on time." This is a more stringent target than the original five percent.</p>
Data Source	<p>OWCP time-lag reports for federal agencies for submission of claims forms CA-1 and CA-2 within 10 working days or 14 calendar days.</p> <p>OWCP TABLE 2 REPORTS AND PERSONNEL DATA FROM DOL'S OFFICE OF BUDGET.</p>
Baseline	<p>a) Initial baseline injury and illness rate is 3.71 cases per 100 employees based on 1997 data.</p> <p>b) Initial baseline for timeliness of filing is 47.4% based on 1998 data.</p>
Comment	<p>Factors that will influence achieving the injury/illness rate goal: maintaining continued focus of DOL agency managers on actions to reduce injury rates; DOL resources for training managers, supervisors, and employees how to identify, avoid, and correct/minimize hazards in the workplace.</p> <p>Factor that influenced exceeding the timeliness goal: instituting electronic workers' compensation claims filing.</p>

Outcome Goal IT: Provide Better and More Secure Service to Citizens, Businesses, Government and DOL Employees to Improve Mission Performance

Performance Goal IT	
FY2004: Improve organizational performance and communication through effective information management and deployment of IT resources	
FY1999 - 2002: N/A	
Results	FY 1999 - 2002: N/A
Indicator	<ul style="list-style-type: none"> a. Progress towards E-Government success measures, such as: identifying our customers and their needs, integrating and simplifying our business processes and systems, and using technology to improve service and reduce burden b. Streamline acquisition management and facilitate vendor and grantee access to DOL opportunities by completing 90% of the Department wide E-Procurement system c. 100% of IT initiatives evaluated during FY 2004 deliver intended benefits d. 80% percent of in-process IT initiatives operate within 10% cost, schedule, and technical performance parameters e. Establish and maintain at least 98% compliance with Level 3 (Implemented Procedures) of the security self-assessment methodology f. Establish and maintain at least 90% compliance with Level 4 (Tested Procedures) and Level 5 (Integrated Procedures) g. Ensure that 80% of all security weaknesses documented in the security Plan of Action and Milestones are closed or on schedule.
Data Source	<ul style="list-style-type: none"> a, b, c. GPEA Progress Reports provided to OMB and other internal reports a, b, c, d. Internal tracking activities for progress on E-government initiatives, E-Procurement implementation, and E-Government Workforce efforts. a,b,c,d. Phase II Enterprise Architecture documentation a,c,d. Post implementation review reports/Quarterly IT Reviews f,g. NIST SP 800-26 Self-Assessment and Annual Security Act Report g. Quarterly Weakness Mitigation Reports in FY04
Baseline	<ul style="list-style-type: none"> a. 14% of GPEA transactions implemented b. Current paper-based procurement operations at each agency c. 100% of IT initiatives evaluated delivered intended benefits d. 45% of in-process IT initiatives currently operate within 10% cost, schedule, and technical performance parameters e. DOL is 89% compliant for Level 3 f. DOL is 89% compliant for Level 4 g. 73% of all security weaknesses documented in the security Plan of Action and Milestones are closed or on scheduled.
Comment	

Outcome Goal PR: Improve Procurement Management

Performance Goal PR1	
FY 2004: Complete public-private or direct conversion competitions on not less than 15% of the FTE listed on DOL's Fair Activities Inventory Act (FAIR) inventory.	
FY 2003: Complete public-private competitions or direct conversions of not less than ten percent of the FTE listed on DOL's 2000 Federal Activities Inventory Reform Act (FAIR) inventory. FY 2002: Complete public-private or direct conversion competitions on not less than five percent of the FTE listed on DOL's Federal Activities Inventory Reform Act (FAIR) listings. FY 1999 - 2001: N/A	
Results	FY 2002: DOL identified 152 FTE from its 2000 commercial inventory for direct conversion, exceeding the 140 FTE goal.
Indicator	Percentage of commercial FTE on the Department's 2000 FAIR Act inventory included in completed competitions or direct conversions. Percentage of Direct Conversions Percentage of Completed A-76 Competitions
Data Source	DOL 's 2000 Federal Activities Inventory Reform Act inventory Completed A-76 competitions Completed direct conversion competitions
Baseline	2000 FAIR Act Inventory commercial FTE listings.
Comment	None.
Performance Goal PR2	
FY 2004: Award contracts over \$25,000 using Performance-Based Service Contracting (PBSC) techniques for not less than 40 percent of total eligible service contracting dollars.	
FY 2003: Award contracts over \$25,000 using Performance-Based Service Contracting (PBSC) techniques for not less than 30 percent of total eligible service contracting dollars FY 2002: Award contracts over \$25,000 using Performance-Based Service Contracting (PBSC) techniques for not less than 20 percent of total eligible service contracting dollars. FY 1999 - 2001: N/A	
Results	FY 2002: This goal was substantially achieved. DOL used performance-based service contracting techniques for 18 percent of total eligible service contracting dollars.
Indicator	Dollar Value of Performance-Based Contracts over \$25,000 awarded.
Data Source	Federal Procurement Data System
Baseline	FY 2004 data
Comment	None.